



aiz@ctwsoft.com

03/27/2007 12:22 PM

Please respond to
aiz@ctwsoft.com

To CGuillaume@ci.lincoln.ne.us

cc

bcc

Subject L.A. takes Time Warner to task

History:

➡ This message has been forwarded.

This story was sent to you by: Arthur Zygielbaum

FYI.

L.A. takes Time Warner to task

A cable TV watchdog calls the merger of three systems a 'near failure' and seeks answers.

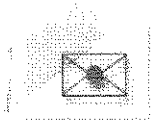
By James S. Granelli
Times Staff Writer

March 20 2007

A top Los Angeles cable TV watchdog on Monday called the merger of pay TV and Internet systems in the city a "near failure" for subscribers and asked Time Warner Cable Inc. to explain what went wrong, how it would fix the problems and how soon.

The complete article can be viewed at:
<http://www.latimes.com/business/la-fi-cable20mar20,1,7690596.story?coll=la-headlines-business>

Visit latimes.com at <http://www.latimes.com>



Connie J Guillaume/Notes

04/04/2007 04:17 PM

To aiz@ctwsoft.com, Connie J Guillaume/Notes@Notes, Diane K Gonzolas/Notes@Notes, dbehlen@yahoo.com, hfriedman@friedmanlaw.com, hschimek@nsea.org,

cc

bcc

Subject researches from Art Z. on Navigator roll-outs

----- Forwarded by Connie J Guillaume/Notes on 04/04/2007 04:15 PM -----



"Arthur I. Zygielbaum"

<aiz@ctwsoft.com>

04/04/2007 03:27 PM

To CGuillaume@ci.lincoln.ne.us

cc SHuggenberger@ci.lincoln.ne.us

Subject TWC and Navigator in Kansas City, MO

Connie,

Please forward this to the Cable Board.

Fellow members,

I've been trying to find out how other cities did with Navigator. I can't find out much.

I have looked at the TWC websites for Lincoln, Milwaukee, and Kansas City. The primary difference is that there is a user survey to gather feedback on the non-Lincoln sites.

Kansas City:

Main Navigator page: http://www.timewarnercable.com/kansascity/products/cable/mdn/mdn_intro.html

Online survey: http://www.timewarnercable.com/kansascity/products/cable/mdn/mdn_survey.html

Milwaukee:

Main Navigator page: <http://www.timewarnercable.com/milwaukee/navigator/default.html>

Online survey: http://www.timewarnercable.com/milwaukee/navigator/mdn_survey.html

Lincoln:

Main Navigator page: http://www.timewarnercable.com/nebraska/products/cable/mdn/mdn_intro.html

There is no survey.

It would be nice to know the timetable for Navigator roll-out in each city. Was Lincoln the first roll-out site? Was a survey page ever available in Lincoln? Was the survey page added to the other sites based on the experience in Lincoln?

Art

----- Forwarded by Connie J Guillaume/Notes on 04/04/2007 04:15 PM -----



"Arthur I. Zygielbaum"

<aiz@ctwsoft.com>

04/04/2007 03:55 PM

To "CGuillaume-ci.lincoln.ne.us"

<CGuillaume@ci.lincoln.ne.us>

cc SHuggenberger@ci.lincoln.ne.us

Subject More info on TWC Navigator



"Arthur I. Zygielbaum"
<aiz@ctwsoft.com>
04/04/2007 03:55 PM

To "CGuillaume-ci.lincoln.ne.us"
<CGuillaume@ci.lincoln.ne.us>
cc SHuggenberger@ci.lincoln.ne.us
bcc
Subject More info on TWC Navigator

Connie,

Another message to forward, please:

A little more searching. I found out that Lincoln was first. This is the note on one of the cable tv industry websites. I'm not a member so I couldn't extract the full article. Here is the teaser:

March 26, 2007

Lincoln Navigator: Bumpy First Drive For TW Platform

Lincoln, NE, the first division to receive Time Warner Cable's "Navigator," hasn't been exactly gaga over the new digital platform and IPG that was rolled out from Aug- Dec. A city advisory board has scheduled a hearing for Tues after receiving complaints about the guide. The MSO downplayed the...

The website is: <http://www.cable360.net/cfax/technology/strategy/22639.html>

In addition I was able to find an audio visual "blog". Evidently Navigator was rolled out in Kansas City to non-DVR boxes. They experienced the same problems we did with the simpler boxes.

This clinches my labelling of Lincoln as the beta test site. It exactly fits the industry definition of "beta" as the first outside (non-developer or developing company) test of the software. As we have discussed, TWC did not follow any of the usual practices when performing a beta test with respect to customer notification and compensation.

Art



JimJohnson@neb.rr.com

04/07/2007 08:54 AM

To aiz@ctwsoft.com, CGuillaume@ci.lincoln.ne.us,
DGonzolas@ci.lincoln.ne.us, scarborough@twcable.com

cc

bcc

Subject Questions for CAB from a Milwaukee resident

History:

➡ This message has been forwarded.

Found the following questions forwarded to the Lincoln Cable Advisory Board, posted by "Satch Man", a Milwaukee resident (#692 in the following forum):

<http://www.avsforum.com/avs-vb/showthread.php?t=723830&page=24&pp=30>

-
- 1.) Are these issues related exclusively to Navigator in Lincoln Nebraska? What is the extent to which other cities and states are having problems with the new system?
 - 2.) How often are the hardware/software elements of TWC's network updated and maintained? Could the Navigator's slow response time and unpredictable rebooting processes be related to compatibility issues on the head-end network as opposed to the software itself? How is updated information transmitted or routed from the signal's head-end to the boxes, regardless of whether they use Passport or Navigator? How often are the routers transmitting the information updated at the head end?
 3. What types of problems or compatibility conflicts are occurring with regards to Navigator installed on DVR boxes verses non-DVR boxes?
 4. What are the plans for updating the boxes? Is it done by make/model? Location where the customer lives? What can the customer expect during the download/update process? Is there anything that the customer should or should not do to their boxes during the update process? How long does the update take?
-

I think many (maybe all) of these are duplicates of questions that have already been passed on to Time Warner Cable, so I'm not at this time asking that they be incorporated into the TWC questions which will be answered next week. I am, however, forwarding the questions to Beth Scarborough & Ann Shrewsbury in case you want to address the issues while answering some of the existing questions.

And while one is browsing the AVS forum, one should also check out posts #684 and #678 (change the page from 24 to 23 in the above link). One might discover that in both Milwaukee (post #678) and Kansas City (post #684) there were individuals with Passport still running on their DVR boxes, somewhat in contradiction to public testimony at which it was implied that Milwaukee & KC are on a similar timetable to Lincoln with respect to their Navigator rollouts. I assume this will be addressed in the answers to the questions which we'll receive Friday, because one of the questions (I think #14 but might be remembering wrong) asks about the schedule in those two markets as compared to Lincoln.

Jim Johnson